General Services Administration (GSA)
General Purpose Commercial Information Technology Equipment, Software and Services (Schedule 70) Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage. The internet address for GSA Advantage is www.gsaadvantage.gov.

Schedule Title:	**General Purpose Commercial Information Technology Equipment, Software and Services (Schedule 70)**
FSC Group:	**132 51 - Information Technology Professional Services**
Contract Number:	**GS-35F-0403P**
Contract Period:	**March 30, 2014 – March 29, 2019**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at www.fss.gsa.gov.

Contractor
IP Network Solutions, Inc.
13921 Park Center Road, Suite 380
Herndon, VA 20171
703-787-0095
www.ipnsinc.com

Contracts Administrator
Holly Hidalgo
13921 Park Center Road, Suite 380
Herndon, VA 20171
703-787-0095

Business Size
NAICS 541519 – small business

Customer Information

1a. Table of Awarded Special Item Number(s)
132 51 Information Technology Professional Services

1b. Identification of the lowest unit price - See page 4

1c. Corresponding labor category descriptions - See page 5

2. Maximum Order - $500,000.00

3. Minimum Order - $100.00

4. Geographic coverage (delivery area) – Domestic

5. Point(s) of production (city, county, and State or foreign country) – Herndon, VA

6. Discount from list prices or statement of net price –Prices on page 4 are net and inclusive of discounts

7. Quantity discounts – Not applicable

8. Prompt Payment Terms – Not applicable

9a. Government purchase cards are accepted at or below the micro-purchase threshold

9b. Government purchase cards are accepted or not accepted above the micro-purchase threshold

10. Foreign Items (list items by country of origin) – Not applicable

11a. Time of delivery – From date of award until completion (for services)

11b. Expedited Delivery – Not applicable

11c. Overnight and 2-day delivery – Not applicable

11d. Urgent Requirements – Ordering Agencies may contact the IPNS Contracts Administrator for faster delivery

12. F.O.B. points(s) – As specified in specific orders

13a. Ordering address(es) - 13921 Park Center Road, Suite 380, Herndon, VA 20171

13b. Ordering Procedures – For services requiring a statement of work, instructions for ordering may be found at http://www.gsa.gov/portal/content/199205.

14. Payment address(es) - 13921 Park Center Road, Suite 380, Herndon, VA 20171. Electronic Funds Transfer (EFT) information will be provided upon request.

15. Warranty provision – Not applicable

16. Export packing charges – Not applicable

17. Terms and conditions of government purchase card acceptance (any thresholds above the micro-purchase level) – See #9 above.

18. Terms and conditions of rental, maintenance, and repair – Not applicable

19. Terms and conditions of installation – Not applicable

20. Terms and conditions for any other services – Not applicable

20a. Terms and conditions for any other services – Not applicable

21. List of service and distribution points – Not applicable

22. List of participating dealers – Not applicable

23. Preventive maintenance – Not applicable

24a. Special attributes such as environmental attributes – Not applicable

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.

25. Data Universal Number System (DUNS) number - 140144168

26. Notification regarding registration in Central Contractor Registration (CCR) database – IP Network Solutions is registered in the System for Award Management (SAM).

Labor Categories and Hourly Rates
SIN 132 51 – Information Technology Professional Services
Period: March 31, 2014 – March 30, 2019

Labor Category	Rate 3/30/14-3/29/15	Rate 3/30/15-3/29/16	Rate 3/30/16-3/29/17	Rate 3/30/17-3/29/18	Rate 3/30/18-3/29/19
IP Telephony Engineer	$195.55	$201.42	$207.46	$213.68	$220.09
Principal Engineer	$175.99	$181.27	$186.71	$192.31	$198.08
PM Engineer	$162.95	$167.84	$172.88	$178.07	$183.41
Project Manager	$143.41	$147.71	$152.14	$156.70	$161.40
Network Engineer	$110.80	$114.12	$117.54	$121.07	$124.70
Network Technician	$97.77	$100.70	$103.72	$106.83	$110.03
Technical Writer	$73.77	$75.98	$78.26	$80.61	$83.03
Network Test Engineer	$79.31	$81.69	$84.14	$86.66	$89.26
Senior Systems Engineer	$131.04	$134.97	$139.02	$143.19	$147.49
Help Desk Engineer	$72.16	$74.32	$76.55	$78.85	$81.22
Quality Assurance Engineer	$87.47	$90.09	$92.79	$95.57	$98.44
Sr. Database Administrator	$124.27	$128.00	$131.84	$135.80	$139.87
Administrative Assistant	$73.49	$75.69	$77.96	$80.30	$82.71
Quality Control Engineer	$101.66	$104.71	$107.85	$111.09	$114.42
Subject Matter Expert 3	$105.46	$108.62	$111.88	$115.24	$118.70
Subject Matter Expert 4	$123.02	$126.71	$130.51	$134.43	$138.46
Subject Matter Expert 5	$131.23	$135.17	$139.23	$143.41	$147.71
Subject Matter Expert 6	$132.59	$136.57	$140.67	$144.89	$149.24
Subject Matter Expert 7	$170.79	$175.91	$181.19	$186.63	$192.23
Help Desk Lead	$83.55	$86.06	$88.64	$91.30	$94.04
NOC Lead	$88.46	$91.11	$93.84	$96.66	$99.56
Field Service Lead	$80.56	$82.98	$85.47	$88.03	$90.67
Security Engineering Lead	$104.50	$107.64	$110.87	$114.20	$117.63
Lab and Testing Lead	$83.39	$85.89	$88.47	$91.12	$93.85
Telecommunications Engineer/Analyst - Senior	$142.02	$146.28	$150.67	$155.19	$159.85
Telecommunications Engineer/Analyst - Intermediate	$120.15	$123.75	$127.46	$131.28	$135.22
Telecommunications Engineer/Analyst - Associate	$98.30	$101.25	$104.29	$107.42	$110.64
System Analyst 1	$96.81	$99.71	$102.70	$105.78	$108.95
System Analyst 2	$113.85	$117.27	$120.79	$124.41	$128.14
System Analyst 3	$127.95	$131.79	$135.74	$139.81	$144.00

Labor Category Descriptions
SIN 132 51 – Information Technology Professional Services
Period: March 31, 2014 – March 30, 2019

Job Title: IP Telephony Engineer
Minimum/General Experience:
Bachelor's Degree or equivalent and 8 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree.
Functional Description:
Under limited supervision performs a variety of network engineering tasks which are technical in nature and are concerned with the design and implementation of integrated voice and data networks, including supervision of personnel, installation of hardware, software and support facilities and/or equipment. Plans and performs IP Telephony Network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Responsible for the technical/engineering part of a major project. Provides operational support of telephony infrastructure including AVAYA, the Nortel and Definity PBX, Octel Voice Mail systems, call accounting system, VoIP apps - Cisco AVVID IP Telephony platforms - Cisco Call Manager, IP Contact Center, Voice Gateway, Nortel ITG. Working knowledge of VoIP, CIPT, LAN and ATM/Frame Relay WAN technologies, circuits, routing protocols and IP addressing. Manage vendors that provide telecom and VoIP services, MCI Worldcom, Bellsouth, Cisco, Vista IT to ensure their services meet client requirements. Required skills include experience in the telephony industry, Cisco Call Manager, Nortel and/or Definity administration, TCP/IP, call routing, routing protocols, SQL scripting, VoIP.
Minimum Education:
Bachelor's Degree in engineering discipline or equivalent

Job Title: Principal Engineer
Minimum/General Experience:
This position requires a minimum of 10 years' professional experience, in depth technical and business understanding of the working environment, expert knowledge of enterprise network management and network design/configuration, and the proven ability to create solutions in complex environments. Individual must possess the ability to lead technical teams and to represent the client at senior level meetings. This position also requires good verbal and written technical communication skills.
Functional Description:
Applies network design expertise. Leads project teams on large-scale design and deployments. Delivers briefings and presentations for clients. Produces relevant documentation. Plans and manages project budgets and schedules. Provides project status to the internal management.
Minimum Education:
Bachelor of Science (BS) in computer science, engineering, or other related discipline or equivalent experience. Should also possess the following certifications: Cisco Certified Internetworking Expert (CCIE)

Job Title: Project Manager (PM) Engineer
Minimum/General Experience:
This position requires a minimum of 5 years' professional experience, 2 of which should be in the technical field, in

depth technical and business understanding of the working environment, expert in managing teams of individuals on technical engagements. This position also requires good verbal and written technical communication skills.

Functional Description:

Applies network design and network management expertise. Leads project teams on large-scale design and deployments. Delivers briefings and presentations for clients. Manages budget and timeline on engagements. Provides status reports.

Minimum Education:

Associates degree in computer science, engineering, or other related discipline or equivalent experience.

Job Title:	Project Manager

Minimum/General Experience:

Bachelor's degree with 5 to 7 years of directly related experience. A directly related higher degree from an accredited institution may be substituted for experience on a year-for-year basis.

Functional Description:

Under indirect supervision, this individual directs and coordinates the integrated activities of a given project or projects which are engaged in the development and reengineering of network systems. Other tasks include: Directs, coordinates, and facilitates multiple development, reengineering and process improvement initiatives related to various network systems. Provides strategic, expert advice and consultation on the design and implementation of various projects. Supervises project staff and a variety of other functional area staff, as temporarily assigned to work with the project in question. Establishes and implements short- and long-range organizational goals, objectives, policies, and operating procedures; monitors and evaluates program effectiveness; effects changes required for improvement. Participates on and/or facilitates various committees and reengineering teams; serves on the project planning and policy-making committees. Designs and directs change management programs and activities to ensure smooth adoption of process and system changes; keeps clients apprised of the progress of project initiatives. Selects and directs the activities of private consultants engaged in providing professional support to project activities. Develops integrated project plans, implementation schedules, and cost estimates for major, long-term projects; prepares and manages project budgets and performs periodic cost and productivity analyses. Represents the project to various institutional divisions and components as well as to various external entities. Communicates regularly with executive management and administration regarding the status of current project initiatives; obtains executive guidance and approval as required to advance initiatives. Performs miscellaneous job-related duties as assigned.

Minimum Education:

Bachelor's Degree or equivalent

Job Title:	Network Engineer

Minimum/General Experience:

Bachelor's Degree or equivalent and 5 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree.

Functional Description:

Under supervision performs a variety of network engineering tasks which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Performs with some latitude for non-reviewed actions and decisions. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Responsible for the technical/engineering part of a major project or a project of lesser

complexity and importance than those normally assigned to a higher level engineer. Coordinates the activities of Network Technicians assigned to specific network engineering projects.

Minimum Education:

Bachelor's Degree or equivalent

Job Title:	**Network Technician**

Minimum/General Experience:

Bachelor's Degree or equivalent, or High School Diploma and 3 years of general work experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree.

Functional Description:

Working under the supervision of a Sr. Network Engineer or Network Engineer, this individual performs a variety of network engineering tasks which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Physical installation, baseline testing and labeling of Ethernet switches, router, hubs, patch panels, various types of transmission media. E.g. Cat5/E, Cat6, Singlemode and Multimode fiber cables and patch cables. Baseline troubleshooting and resolution of any operational problems that occur during installation. Focus is primarily on physical layer issues. Provides documentation such as inventory, network diagrams, change management, weekly reports, etc. Orders and inventories new equipment. Tests network devices before deployment. Labels and boxes network devices for shipment.

Minimum Education:

Bachelor's Degree or equivalent.

Job Title:	**Technical Writer**

Minimum/General Experience:
8-10 years of experience in the IT field

Functional Description:
Reviews, plans, and evaluates network communications systems. Provides documentation/project tracking and management reporting. Provides tactical and strategic input on overall network communications planning and related projects. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected.

Minimum Education:
Bachelor's Degree or equivalent documented certified experience in a related area

---

Job Title:	**Network Test Engineer**

Minimum/General Experience:
2-3 years of experience in the field or in a related area.

Functional Description:
Reviews, plans, and evaluates Test plan. Conducts and document Network and system network performance and evaluation tests. Provides documentation/project tracking and management reporting. Provides tactical and strategic

input on overall tests planning and related projects. Must have CCNA or MCP certifications. Demonstrates expertise in a variety of the field's concepts, practices, and procedures in support of advanced communications, operational architecture, distributed simulations environment, and intelligence operations. Relies on extensive experience and judgment to plan and accomplish goals.

Minimum Education:
Bachelor's Degree in area of specialty or equivalent

Job Title: **Senior Systems Engineer**

Minimum/General Experience:
Must have either 5-7 years UNIX/LINUX experience or MSCE or CCNP certification.

Functional Description:
Installs new software releases, system upgrades, evaluates and installs patches and resolves software and hardware related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. May be required to provide services at CONUS and OCONUS locations. Works under immediate supervision. Primary job functions may require exercising independent judgment. May be assigned Information Security tasks. Typically reports to a manager.

Minimum Education:
Bachelor's Degree in computer science or equivalent experience in the IT arena.

Job Title: **Help Desk Engineer**

Minimum/General Experience:
1 year general experience. Without degree, 2-5 years of experience in the field or in a related area.

Functional Description:
Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to LAN.   Coordinates user IDs and passwords. Installs patches, service upgrades and ensures compliance with network policies and procedures. Recommends and schedules repairs. Provides end users support for all LAN- based applications. Installs and configures workstations. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

Minimum Education:
Associate's Degree or equivalent

Job Title: **Quality Assurance Engineer**

Minimum/General Experience:

4-5 years field experience or 4-6 years of certified experience in the IT field.
Functional Description:
Provides assistance in researching and developing policy concerning security issues surrounding unclassified and classified networks. Support must include expertise in secure Computing's Sidewinder firewall, Raptor firewall, ISS RealSecure Network Sensor (Intrusion detection Systems), Cisco/Foundry router security features, Microsoft security vulnerabilities, anti-virus software, PKI certificates, and other security related services. Works to develop, improve, maintain, and implement network. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager.
Minimum Education:
Bachelor's Degree or equivalent.

Job Title:	Senior Database Administrator
Minimum/General Experience:	
4-5 years field experience. Without degree, 5-6 years of certified experience in the IT field	
Functional Description:	
The Systems Engineer reviews, analyzes and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems and reports. This position reviews, evaluates designs or implements and maintains company database(s); writes code for database access, modifications, and constructions including stored procedures; and consults with users to identify current operating procedures and to clarify program objectives. The Client Server Developer may be expected to write documentation to describe program development, logic, coding, and corrections.	
Minimum Education:	
Bachelor's Degree or equivalent	

Job Title:	Administrative Assistant
Minimum/General Experience:	
2-4 years of experience in the field or in a related area	
Functional Description:	
Provides all requisite administrative support, maintains the formal accountable records for Army property issued to Primary Hand Receipt Holders. Supplies information, maintains files, schedules appointments, produces correspondence and otherwise relieves officials of minor administrative and business detail. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.	
Minimum Education:	
High school diploma	

Job Title:	**Quality Control Engineer**

Minimum/General Experience:
5 years of experience in the IT field.

Functional Description:
Plans and directs activities concerned with development, application, and maintenance of quality standards for specified processes, materials, and products. Develops and initiates standards and methods for inspection, testing, and evaluation utilizing knowledge in network and telecommunications fields. Interpret network diagrams/drawings/schematics and confers with management to determine quality and reliability standards. Evaluates data and writes reports to validate or indicate deviations from existing standards. Recommends modifications of existing quality or production standards to achieve optimum quality within limits of equipment capability. Familiar with a variety of the field's concepts, practices, and procedures as well as industry standards and DoD regulations for network and telecommunication installation requirements. Typically reports to the project leader or manager. A wide degree of creativity and latitude is expected. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager.

Minimum Education:
Either a Bachelor's Degree in a related area or at least 5 years of experience in the IT field.

Job Title:	**Subject Matter Expert-3**

Minimum/General Experience:
5 years of experience in IT field with 3 in the particular subject.

Functional Description:
Familiar with standard concepts, practices, and procedures within a particular field. Performs a variety of tasks. Relies on extensive experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is required.

Minimum Education:
Bachelor's Degree or equivalent

Job Title:	**Subject Matter Expert-4**

Minimum/General Experience:
7 years of experience in IT field with 4 in the particular subject.

Functional Description:
Familiar with standard concepts, practices, and procedures within a particular field. Performs a variety of tasks. Relies on extensive experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is required

Minimum Education:
Bachelor's Degree or equivalent

Job Title:	**Subject Matter Expert-5**
Minimum/General Experience:	
5 years of experience in IT field with 3 in the particular subject	
Functional Description:	
Familiar with standard concepts, practices, and procedures within a particular field. Performs a variety of tasks. Relies on extensive experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is required	
Minimum Education:	
Master's Degree or equivalent	

Job Title:	**Subject Matter Expert-6**
Minimum/General Experience:	
8 years of experience in IT field with 5 in the particular subject	
Functional Description:	
Familiar with standard concepts, practices, and procedures within a particular field. Performs a variety of tasks. Relies on extensive experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is required	
Minimum Education:	
Master's Degree or equivalent	

Job Title:	**Subject Matter Expert-7**
Minimum/General Experience:	
6 years of experience in IT field with 5 in the particular subject	
Functional Description:	
Familiar with standard concepts, practices, and procedures within a particular field. Performs a variety of tasks. Relies on extensive experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is required	
Minimum Education:	
PHD Degree or equivalent	
Job Title:	**Help Desk Lead**

Minimum/General Experience:
2 years of supervisory experience leading a group of help desk engineers.

Functional Description:
Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to LAN.   Coordinates user IDs and passwords. Installs patches, service upgrades and ensures compliance with network policies and procedures. Recommends and schedules repairs. Provides end users support for all LAN- based applications. Installs and configures workstations. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

Minimum Education:
Associate's degree or equivalent and 1 yearr experience or 2-5 years of experience in the field or in a related area

Job Title:	NOC Lead

Minimum/General Experience:
2 years of supervisory experience leading a group of NOC engineers

Functional Description:
Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to LAN.   Coordinates user IDs and passwords. Installs patches, service upgrades and ensures compliance with network policies and procedures. Recommends and schedules repairs. Provides end users support for all LAN- based applications. Installs and configures workstations. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required

Minimum Education:
associate's degree or equivalent and 1 year experience or 2-5 years of experience in the field or in a related area.

Job Title:	Field Service Lead

Minimum/General Experience:
2 years of supervisory experience leading a group of Field service engineers

Functional Description:
Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to LAN.   Coordinates user IDs and passwords. Installs patches, service upgrades and ensures compliance with network policies and procedures. Recommends and schedules repairs. Provides end users support for all LAN- based applications. Installs and configures workstations. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

Minimum Education:

Associate's degree or equivalent.

Job Title:	**Security Engineering Lead**

Minimum/General Experience:	5 years of experience in information security with 2 years as a lead

Functional Description:

Participates in the research, analysis, design, testing and implementation of complex computer network security/protection technologies for company information and network systems/applications. Assists customers in identifying security solutions for the company's networks and virtual private networks, application systems, key public infrastructures, authentication and directory services to ensure the security of the network and confidential data. Performs periodic vulnerability scans of networks to identify security vulnerabilities and provides remediation alternatives and conducts security risk assessments to ensure compliance with corporate security policies and adherence to best practice

Minimum Education:
Bachelor's Degree or equivalent

Job Title:	**Lab and Testing Lead**

Minimum/General Experience:
2-3 years of experience in the field or in a related area.

Functional Description:
Reviews, plans, and evaluates Test plan. Conducts and document Network and system network performance and evaluation tests. Provides documentation/project tracking and management reporting. Provides tactical and strategic input on overall tests planning and related projects. Must have Demonstrates expertise in a variety of the field's concepts, practices, and procedures in support of advanced communications, operational architecture, distributed simulations environment, and intelligence operations. Relies on extensive experience and judgment to plan and accomplish goals.

Minimum Education:
CCNA or MCP certifications. Requires a bachelor's degree in area of specialty and at least 2-3 years of experience in the field or in a related area.

Job Title:	**Telecommunications Engineer/Analyst – Senior**

Minimum/General Experience:
4 years of technical telecom experience with BS. 8 years of experience without BS.

Functional Description:
Under general direction, responsible for complex engineering and/or analytical tasks and activities associated with one or more technical areas within the telecom function such as, but not limited to, network design, engineering,

implementation, or operations/user support.

Minimum Education:

Bachelor's degree in Computer or equivalent

Job Title: **Telecommunications Engineer/Analyst – Intermediate**

Minimum/General Experience:

2 years of technical telecom experience with Bachelor's. Without a Bachelor's., 6 years of experience.

Functional Description:

Under general supervision, responsible for moderately complex engineering and/or analytical activities associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support).

Minimum Education:

Bachelor's Degree in Computer Science or equivalent

Job Title: **Telecommunications Engineer/Analyst – Associate**

Minimum/General Experience:

"Trainee" level for someone who has limited telecom exposure or who has limited "hands-on" network experience.

Functional Description:

Under direct supervision, responsible for providing support to more experienced engineers/analyst positions in one or more technical areas within the telecom function. Match only those positions which do not require network experience and/or obtain their telecom knowledge primarily from on-the-job (in-house and vendor) training and/or do not require some knowledge of telecom applications.

Minimum Education:

High School Diploma

Job Title: **Systems Analyst 1**

Minimum/General Experience:

Bachelor's degree; no previous work experience required, or High school diploma or GED; at least 6years of experience that is directly related to the duties and responsibilities specified.

Functional Description:

Under general supervision, provides limited system-level support of a multi-user operating system, hardware and software tools, including installation, configuration, maintenance and support of these systems. Requires fundamental knowledge of basic systems analysis.

1. Collects information to analyze and evaluate existing or proposed systems.
2. Aids in customizing, upgrading, integrating, and testing software for users.

3. Installs, tests, maintains and supports operating systems software and hardware.
4. Troubleshoots and resolves hardware, software, and connectivity problems, including user access and component configuration.
5. Documents projects and writes user instructions.
6. Records and maintains hardware and software inventories, site and/or server licensing, and user access and security.
7. Maintains currency of knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems.
8. Performs problem resolution and provides on-call support for computer/network systems.
9. Performs miscellaneous job-related duties as assigned.

Position Requires: a) Installing, testing, maintaining and supporting operating systems software and hardware, b) Determining problems and coordinating solutions; and c) Writing technical instructions in the use of programs and/or program modifications

Minimum Education:
Bachelor's Degree or equivalent

Job Title:	**Systems Analyst 2**

Minimum/General Experience:
Bachelor's degree; at least 2 years of experience that is directly related to the duties and responsibilities specified, or High school diploma or GED; at least 8 years of experience that is directly related to the duties and responsibilities specified.

Functional Description:
Under general supervision, provides intermediate system-level support of multi-user operating systems, hardware and software tools, including installation, configuration, maintenance, and support of these systems. Requires advanced knowledge of systems analysis. May recommend systems purchases.

1. Collects information to analyze and evaluate existing or proposed systems.
2. Investigates, plans, implements, tests, and debugs operating system software.
3. Analyzes and evaluates present or proposed business procedures or problems to define data processing needs.
4. Prepares detailed flow charts and diagrams outlining systems capabilities and processes.
5. Researches and recommends hardware and software development, purchase, and use.
6. Troubleshoots and resolves hardware, software, and connectivity problems, including user access and component configuration.
7. Provides advanced technical assistance and maintenance support to departmental end users.
8. Documents projects and writes user instructions.
9. Uses judgment in selecting among authorized procedures and seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise.
10. May supervise and/or lead lower graded staff and/or student employees.
11. Records and maintains hardware and software inventories, site and/or server licensing, and user access and security.
12. Maintains currency of knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems.
13. Performs problem resolution and provides on-call support for computer/network systems.
14. Performs miscellaneous job-related duties as assigned.

Position Requires: a) Providing advanced technical assistance and maintenance support to end users; b) Using judgment in selecting among authorized procedures; c) Analyzing and evaluating present or proposed business

procedures or problems; and d) Researching and recommending hardware and software development, purchase, and use.
Minimum Education:
Bachelor's Degree or equivalent

Job Title: **Systems Analyst 3**
Minimum/General Experience: Bachelor's degree; at least 4 years of experience that is directly related to the duties and responsibilities specified OR High school diploma or GED; at least 10 years of experience that is directly related to the duties and responsibilities specified.
Functional Description: Under limited supervision, provides complex system-level support of multi-user operating systems hardware and software tools, including installation, configuration, maintenance and support of these systems. Requires extensive knowledge of systems analysis. Designs and plans systems and serves as a team leader. May recommend or purchase systems. 1. Analyzes management needs regarding use of integrated data processing equipment or operations and processes. 2. Investigates, plans, implements, tests, and debugs operating system software. 3. Plans, coordinates, and schedules investigations, feasibility studies and surveys, including economic evaluation of proposed and existing automatic data processing and machine applications. 4. Designs and implements integrated hardware and software computer and information systems to meet organizational requirements. 5. Prepares on-line and hard copy documentation of systems and user applications. 6. Provides instruction and training to users and other employees on day-to-day procedures. 7. Participates in budget planning, implementation, and monitoring for purchase and maintenance of hardware and software. 8. Serves as lead analyst in a design subgroup when appropriate, directing and integrating the work of one or two lower level analysts, each responsible for several programs. 9. Records and maintains hardware and software inventories, site and/or server licensing, and user access and security. 10. May supervise and/or lead lower graded staff and/or student employees. 11. Maintains currency of knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems. 12. Performs problem resolution and provides on-call support for computer/network systems. 13. Performs miscellaneous job-related duties as assigned. Position Requires: a) Providing complex system-level support of multi-user operating systems; b) Designing and implementing integrated systems to meet organizational requirements; c) Participating in budget planning for purchase and maintenance of hardware/software, d) serving as lead analyst and/or directing the work of lower level analysts.
Minimum Education: Bachelor's degree or equivalent

Substitutions:

Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, two (2) years of general experience is required. With a PhD, no experience is required.